



**PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
MASTER OF ARTS IN COUNSELLING PSYCHOLOGY
JANUARY – APRIL 2021 SEMESTER**

**ONLINE EXAMS
CAMPUS: ROYSAMBU
DEPARTMENT: PSYCHOLOGY
COURSE CODE: MCP 505
COURSE TITLE: COUNSELLING SKILLS AND TECHNIQUES
EXAM DATE: MONDAY APRIL 12, 2021
DURATION: 3 HOURS
TIME: 6:00 PM 9:00 PM**

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- **Answer question 1 and any other TWO questions**
- *ALL PAC University's examination rules and regulations apply*

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

Question 1

(20 Marks)

- a) Illustrate the significance of establishing a therapist-client therapeutic relationship. (4 marks)
- b) Distinguish between individual and group counselling process. (4 marks)
- c) Outline the significance of counselling skills and techniques to a therapeutic process. (4marks)
- d) Case Scenario:

John is a 16-year-old with a sister aged 9 years. He is a form two student at a local high school in Nakuru County. Throughout form one, John was outgoing and performed well in academics. During second term of form two, John's life took a turn. He became more withdrawn, irritable,

sad most of the time and on occasion engaged in physical fights with his peers at school. John also declined in academic work and was always late in arrival at school and in submitting class assignments. When John's case was reported to the Principal, she recommended that he be referred to see a counsellor for assessment, intervention and recommendation as necessary to rehabilitate/restore John to normal functioning. During history taking and presenting problem session, the counsellor learnt that John's parents have had persistent conflicts for the past six months, the father has become alcoholic and his mother is hardly at home because of work schedules. None of the parents seems to care about John and his young sister. Most of the time John has taken up the role of surrogate parent to the sister. A task he is not developmentally ready to undertake.

- (i) Explain the sources to John's problems from the facts presented in the narrative (4 marks)
- (ii) Outline (with reasons) the people you will include in your counselling of John (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS

Question 2

- a) Explain the view that listening skills do not just entail aural listening. (4 marks)
- b) Describe the significance of involving a client in formulation of therapeutic goals. (6 marks)

Question 3

- a) Outline the role of a therapist in group counselling. (4 marks)
- b) When are probing questions used in therapy? (6 marks)

Question 4

- a) Explain when a counsellor may use personal/self-disclosure to a client. (4 marks)
- b) Describe any three common CBT techniques in therapeutic interventions. (6 marks)

Question 5

- a) Explain what a therapist should do when a client presents issues that are beyond their level of professional competence. (4 marks)
- b) Discuss any three indicators that a therapeutic relationship is becoming unhealthy. (6 marks)